Global OpenNet (GO)

GO User Guide for Windows

July 26, 2012

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1. Global OpenNet Basics

1.1. Required Information to Access Global OpenNet

Windows users can access GO using one of these three secure methods for logging in to the GO system: 1) SafeWord Fob; 2) RSA Hard Token; and 3) RSA Soft Token.

> *NOTE: This is a Windows-based guide! For Mac users, see the "GO User Guide for Mac" for instructions on accessing GO.*

Global OpenNet (GO) users must provide the following information to access the system:

1. OpenNet Username
2. OpenNet Password
3. Access Token passcode (generated for you by one of the Access Tokens you have received – see Figure 1.1 below).

> *NOTE: If you do not have an Access Token, please contact your local IT administrator.*

1.2. Introduction to Your Access Token

An **Access Token** contains a unique timed code needed to log onto the GO System. It is generated by either a physical device (Hard Token) or software (Soft Token) installed on a device you already have; i.e. a BlackBerry mobile device. Access Tokens generate a one-time passcode that you will use each time you access the GO System. The Figure 1.1 below describes the different Access Token Types:
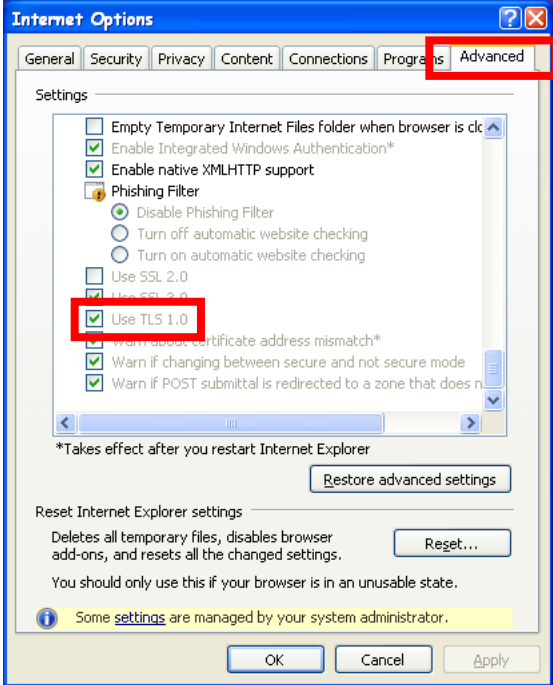
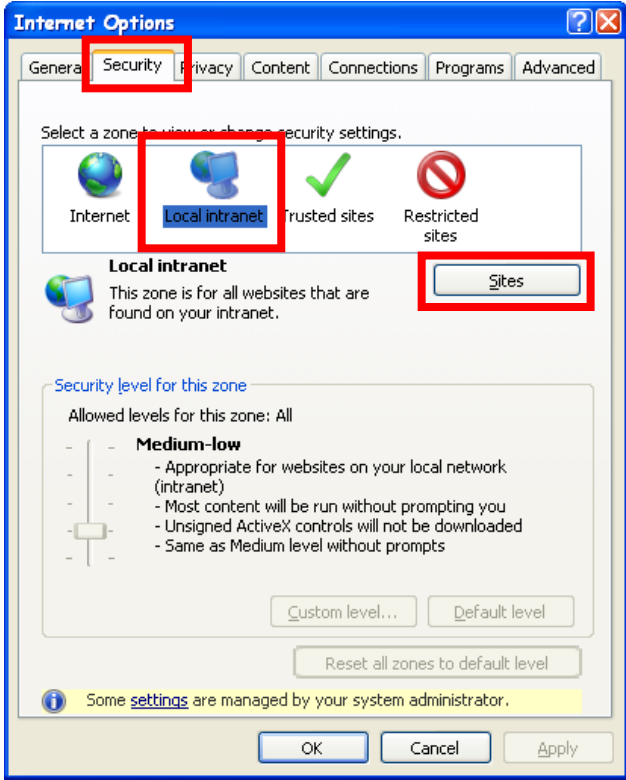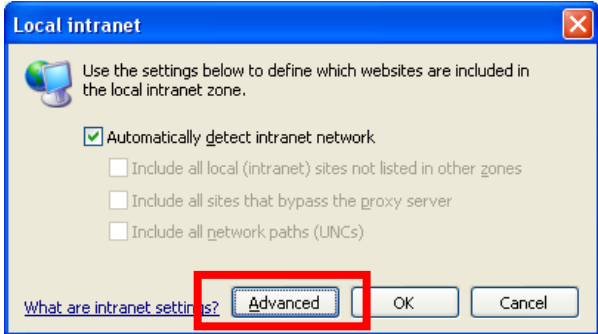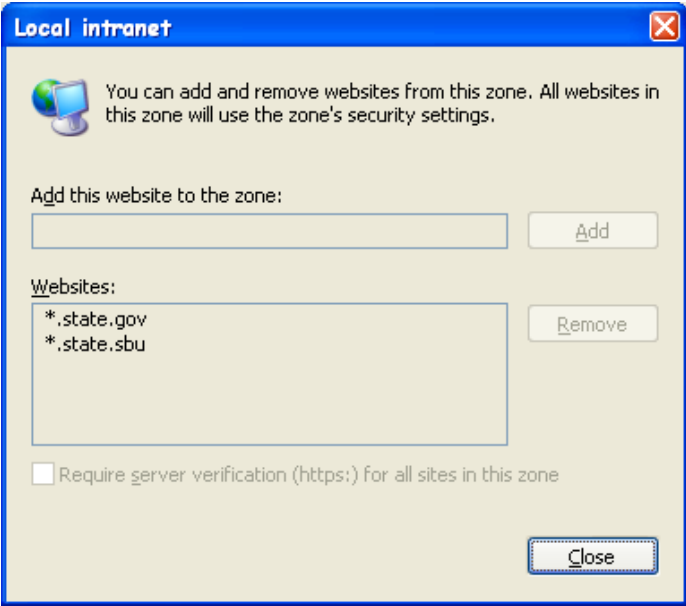| Access Token Type	Description	What it looks like
SafeWord Gold Token *Also known as the **FOB or ONE FOB**.*	Physical device (Hard Token) that generates an alphanumeric passcode used to access the GO System.	
RSA SecurID SID700 Hardware Token *Also known as the **RSA Hard Token**, similar to the FOB, to access GO.*	Physical device (Hard Token) that generates a one-time numeric passcode used in combination with a user-defined, **6**-digit Personal Identification Number (PIN) to access the GO System.	
RSA SecurID Software Token *Also known as the **RSA Soft Token** because it is a software token which can be loaded onto another physical device; e.g. a BlackBerry Mobile device.*	Software installed on your BlackBerry mobile device. Similar to the Hard Token, it generates a one-time numeric passcode that is used in combination with a user-chosen, **6**-digit PIN to access GO. **NOTE**: Other mobile devices may be approved in the future to host the Soft Token.	

Figure 1-1: Global OpenNet Access Token Types

2. GO Access and Setup

2.1. GO System Access and Setup

Before logging into the GO system, it is necessary to follow this preliminary system setup procedure and compatibility check. Please go through these initial steps before performing any of the procedures that follow later in this document.

Steps	Screen
1. Access the GO System by opening your browser and entering **http://go.state.gov**. On the GO Home Page, in the menu on the left side of the page, select **Required System Setup;** which will bring up the information shown on the right side of the screen shown here.	
2. Ensure TLS v1.0 is enabled in your browser. To do this, in Internet Explorer **navigate to** "**Tools**" > "**Internet Options**", and then **select** the "**Advanced Tab**", and **check mark** "**Use TLS v1.0**" if it is not already check marked, as shown in the screen. **Click** on the **Apply** button. *All **screens are** from **Windows Internet Explorer.** If you are using Mozilla Firefox, Google Chrome, or another web browser, equivalent "Internet Options" screens with equivalent "Advanced" settings can be displayed.*	

Steps	Screen
3. Next, in the same "**Internet Options**" window, click on the "**Security**" Tab, and in the "**Select a zone…**" field near the top, **click on** the "**Local Intranet**" icon, and then **click** on the "**Sites**" **button**.	
4. Then click on the "**Advanced**" button.	

Steps	Screen
5. When the "**Local Intranet**" screen displays, **type *.state.gov** and ***.state.sbu** and <u>A</u>dd each to the "**Websites**" field, as shown in the screen on the right. Then select **"Close"**. Click on **OK** and then **OK** again, to exit Internet Options.	 **Local intranet** You can add and remove websites from this zone. All websites in this zone will use the zone's security settings. Ad<u>d</u> this website to the zone: [_____] [Add] <u>W</u>ebsites: *.state.gov *.state.sbu [Remove] ☐ Require <u>s</u>erver verification (https:) for all sites in this zone [<u>C</u>lose]
6. Return to the "**Required System Setup**" screen, and under the Windows column, click on the "**Java**" and "**Citrix**" items to install them in your system. Follow the on screen setup instructions when installing Java and Citrix: • Install Java (www.java.com/en/download/manual.jsp) • Install Citrix Plug-In *NOTE: Wait to install "Printing Software" until after you have successfully logged in.*	**U.S. Department of State** Global OpenNet > Home > **Required System Setup** > Check Your Connection Speed > Kiosk Mode > FAQ > GO User Guides **Required System Setup** The Global OpenNet System requires the following settings / components: ● Ensure TLS v1.0 is enabled in your browser (See "Global OpenNet FAQ") ● Allow pop-ups from *.state.gov in your browser (See "Global OpenNet FAQ") ● GO User Guides For help, please contact the IT Service Center (ITSC) at 1-877-246-9493 if you need assistance after you have completed the installation steps as outlined in the GO Quick Guide. **Windows** ● Install Java ● Install Citrix Plug-In ● Install Printing Software **MAC** ● Install Java ● Install Citrix Plug-In ● Install Printing Software U.S. Department of State - Global OpenNet

2.2. Log In With Your SafeWord Hard Token (FOB)

Perform the steps below to log into the GO System using a SafeWord Hard Token (FOB).

Steps	Screen
1. **Select** the **SafeWord icon** corresponding to your Windows Operating System. *NOTE: For instructions on using a Mac system to access GO, click on the following link: "**GO User Guide for Mac**".*	
2. **Enter** your OpenNet **Username** and **Password**.	
3. **Push** the **ON** button on your SafeWord Access Token (FOB) and **enter** your **PIN** using the keypad. **A passcode will display for 60 seconds.** *NOTE: You should have received a PIN when you received your SafeWord Token. If you did not, or have forgotten your PIN, please contact the IT Service Center.*	

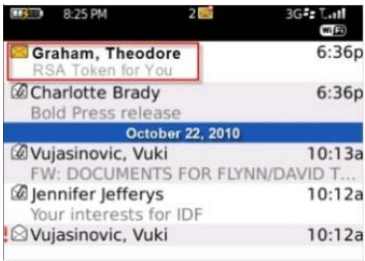| Steps	Screen
4. **Enter** this 6-digit alphanumeric **passcode** into the SafeWord "Token Passcode Only (FOB)" field and **select Sign In**. *NOTE: To continue logging in to GO, please continue with Section 2.5, Step 5 below. Otherwise, the section immediately below explains the RSA Hard Token.*	
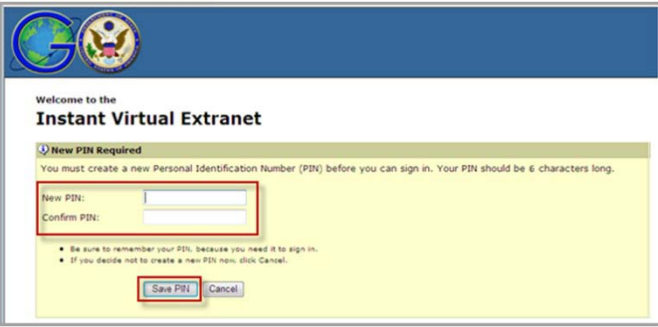
2.3. Log In With your RSA Hard Token

Perform the steps below to initially create your PIN using your RSA Hard Token, and to then login to the GO system using your PIN plus the RSA Hard Token passcode.

Steps	Screen
1. Select the **RSA** icon corresponding to your Windows Operating System. *NOTE: For instructions on using a Mac system to access GO, click on the following link: "**GO User Guide for Mac**".*	
2. Enter your OpenNet **Username** and **Password**.	
3. Look at your RSA Hard Token. It automatically generates a one-time 6-digit numeric passcode. **This token passcode is automatically regenerated every 60 seconds**.	

Steps	Screen
4. **Enter** this **token passcode only** into the "PIN + Token Code field and select **Sign In**. **<u>NOTE</u>: Entering your token passcode without a PIN is valid initially to create your PIN. Once your PIN is created and for all subsequent logons, you will need to enter the PIN + token passcode, as documented in Step 7 below.**	U.S. DEPARTMENT OF STATE **G**lobal **O**penNet User Name DoeJX OpenNet Password ●●●●●●●●●●●● PIN + Token Code Sign In User Name Jane Doe OpenNet Password ★★★★★★★★★★★★★ PIN + Token Code ★★★★★★
5. You will be prompted to create a new **6** digit PIN. Enter it twice and select **Save PIN**.	**G**O Welcome to the **Instant Virtual Extranet** ⓘ **New PIN Required** You must create a new Personal Identification Number (PIN) before you can sign in. Your PIN should be 6 characters long. New PIN: Confirm PIN: • Be sure to remember your PIN, because you need it to sign in. • If you decide not to create a new PIN now, click Cancel. Save PIN Cancel
6. Enter your OpenNet **Username** and **Password** and in the **PIN + Token Code** field, enter the PIN you just created and the one-time passcode and select **Sign In**. **Example:** If your PIN is 123456 and the passcode displayed is 123456 then you would enter 123456123456 in the **PIN + Token Code** field. *NOTE: To continue logging in to GO, please continue with Section 2.5, Step 5 below. Otherwise, the section immediately below explains the RSA Soft Token.*	U.S. DEPARTMENT OF STATE **G**lobal **O**penNet User Name DoeJX OpenNet Password ●●●●●●●●●●●● PIN + Token Code Sign In User Name Jane Doe OpenNet Password ★★★★★★★★★★★★★ PIN + Token Code ★★★★★★★★★★★★

2.4. Log In With an RSA Soft Token (On Your BlackBerry)

2.4.1. Installing an RSA Soft Token on Your BlackBerry

Perform the one-time steps below to install the RSA Soft Token on your BlackBerry device.

> *NOTE:* *Exact screens will be determined by the model of BlackBerry device you have; e.g. in some cases the **Download** folder referenced below will be the **Applications** folder.*

Steps	Screen
1. Before logging into the GO System with your Soft Token, you must first download the token onto your BlackBerry device. These steps are performed one time. After you have completed the steps in this section, continue onto Section 2.4.2 below.	
2. Navigate to the **Downloads** folder on your BlackBerry and open your Downloads folder.	
3. Select the RSA SecurID icon.	
4. Now press the Menu button on the BlackBerry device—you will then be asked to accept the license agreement. Scroll to "Accept" and press the trackball to accept the licensing agreement.	
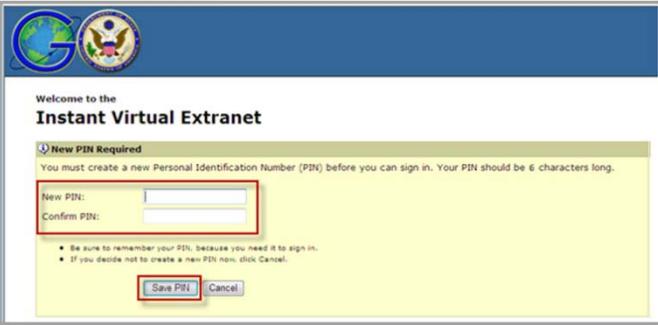
Steps	Screen
5. Close the RSA application and open your email inbox on your BlackBerry device.	
6. Open the email message which contains your software token. 7. Scroll down to the bottom of the email message where the token appears. Put your cursor next to the token	
8. Press the **Menu** button on the BlackBerry device and scroll down to select **Import Token**. 9. Enter the security password that was given to you in a separate email. 10. Once the security password is entered successfully, you have completed the installation of the RSA Soft Token on your BlackBerry device. *NOTE: This security password is entered only during the initial installation of the RSA software.*	

Steps	Screen
11. Whenever you click on the RSA SecurID icon (depending upon your device, located in either the **Downloads** or **Applications** folder), the RSA software generates a random number, that you will use (along with your RSA Soft Token Pin) to logon to GO. 12. Now please continue on to Section 2.4.2 to create your RSA Soft Token Pin. *NOTE: The number generated will display for approximately 60 seconds. If you need another number, just click on the RSA SecurID Icon again.*	

2.4.2. Creating your RSA Soft Token PIN

Once you have performed the one-time procedures in the previous section, you can create the Personal Identification Number (PIN) for your RSA Soft Token.

Steps	Screen
1. Select the **RSA** icon corresponding to your Windows Operating System. *NOTE: For instructions on using a Mac system to access GO, click on the following link: "**GO User Guide for Mac**".*	
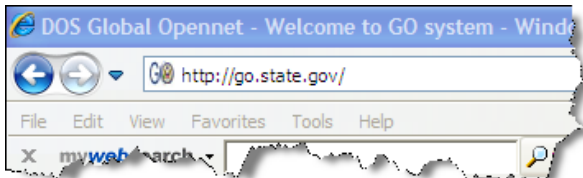
Steps	Screen
2. Enter your OpenNet **Username** and **Password**.	
3. Return to your BlackBerry device and, depending upon your device, navigate to either the **Downloads** or **Applications** folder. Select the **RSA SecureID** icon and the application automatically generates a one-time passcode. **This passcode changes every 60 seconds**.	
4. **Enter** this **token passcode only** into the "PIN + Token Passcode (RSA)" field and select **Login**. Enter this passcode into the **PIN + Token Code** field and select **Sign In**. **NOTE: Entering your token passcode without a PIN is valid initially to create your PIN. Once your PIN is created, and for all subsequent logons, you will need to enter the PIN + passcode as documented in Step 6 below.**	
5. You will be prompted to create a new **6** digit PIN. Enter it twice and select **Save PIN**. **NOTE: Once you have created your PIN, you will not see this screen again until your PIN expires, at which time you will need to create a new unique PIN.**	
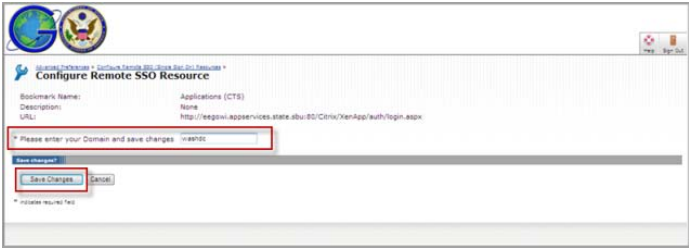
Steps	Screen
6. Enter your OpenNet **Username** and **Password** and, in the **PIN + Token** Code field, enter the PIN you just created and the one-time passcode and select **Sign In**. **Example:** If your PIN is 123456 and the passcode displayed is 12345678, then you would enter 12345612345678 in the **PIN + Token Code** field. *NOTE: To continue logging in to GO, please continue with Section 2.5, Step 5 below.*	

2.5. Completing Access to the Global OpenNet (GO) System
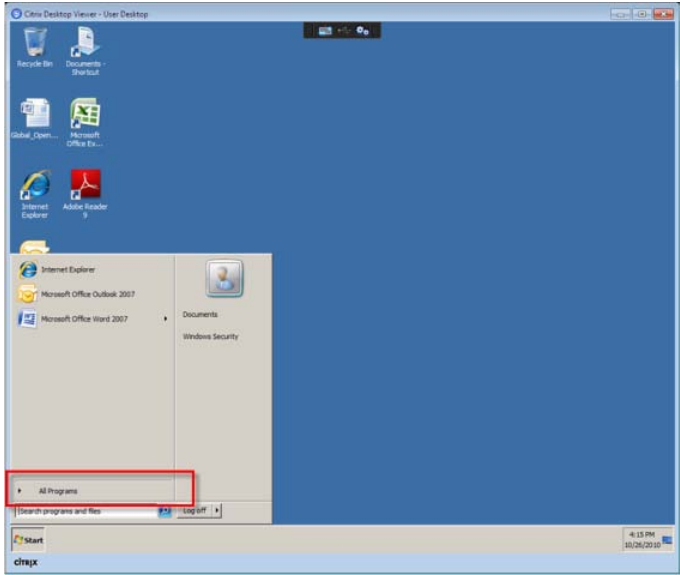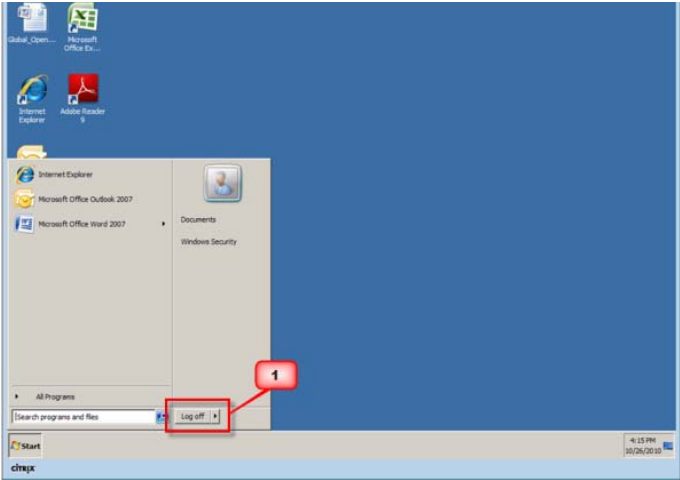
No matter which type of Access Token you have, the initial steps for accessing the GO System are the same for all users. When you reach the GO "Login" screen, depending on which type of token you are using (SafeWord Fob, RSA Hard Token, or RSA Soft Token), you will login with the appropriate PIN and Token passcode. Perform the steps below to access to the GO System.
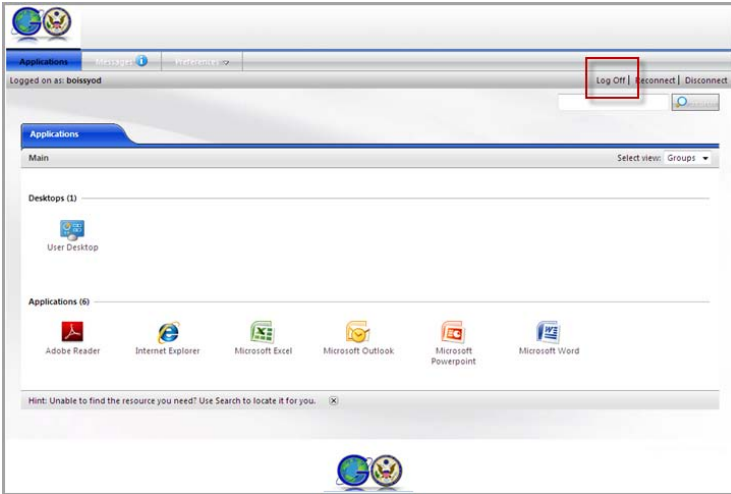
Steps	Screen
1. Access the GO System by opening your browser and entering **http://go.state.gov**.	
2. Read and accept the system authorization and consent notice by selecting **I agree**.	
3. Once you click on the "I agree" button, the "System Login and Information" screen appears, as shown on the right. Select the appropriate icon corresponding to your Token Type (RSA or SafeWord).	

Steps	Screen
4. Enter your OpenNet **Username**, **Password,** and the **appropriate passcode**; e.g. SafeWord or RSA**,** and then **click "Sign In".** a. **For SafeWord Token:** Enter an alphanumeric **6-digit** passcode only. b. **For RSA Hard Token**: Enter a numeric, **6-digit** PIN + a numeric **6-digit** RSA Hard Token passcode. c. **For RSA Soft Token:** Enter a numeric, **6-digit** PIN + a numeric **8-digit** RSA Soft Token passcode. **See sections 2.2, 2.3, and 2.4.2 above in this document for passcode details.**	
5. When first accessing the GO System, users are prompted to enter their Active Directory (AD) domain. **This action must only be performed once**. Enter your Active Directory Domain and select **Save Changes**.	
6. You will now see the GO System Desktop Launch Screen. Select **User Desktop** to launch a remote desktop session.	

Steps	Screen
7. Also when first accessing the GO System, users are prompted to install the "Juniper SetupClient.cab" add-on. This action must only be performed once. **Next, click "Always" if prompted to complete the installation.**	
8. The User Desktop will now launch (the first time may take up to 5 minutes – be patient!); thereafter the Desktop may take up to 30 seconds to display, depending upon your connection). You may now access applications either from the Start menu or from the User Desktop itself. *NOTE: The initial GO desktop will display with only the Recycle Bin. You may customize by adding application icons and changing some of your desktop settings as you would your Windows desktop.*	

Steps	Screen
9. Your desktop operates in the same way as your OpenNet desktop. Select the **Start** menu to display all available applications.	
NOTE: It is very important to Log Off properly after using the GO system. Always "Log Off" using both Step 10 and Step 11. 10. First, to **log out** of the **User Desktop**, you *must* use the following method: 1. Click on the **Log off** button in the **Start** menu (lower left).	

Steps	Screen
11. Second, to end your remote session, **click** on the **"Log Off" button** on the upper right, as shown in the figure on the right. ⚠️ **Always use the "Log Off" button to terminate a session.**	

2.6. Mapping a Network Drive

Your H (Home Directory) network drive should already be available. However, if after following steps 1 and 2 below to check mapped drives, the additional drives you need do not appear, proceed with mapping. You will need the **correct network drive path.** When asked to select a drive letter, you can select any *available* **letter** from **I thru Z**.

IMPORTANT: Before you attempt to "map" to a network drive, you will need the correct drive path, which you can obtain while logged on to your office OpenNet computer. To do so, right click on "My Computer" and then click on "Explore"—the Network Drives will be listed on the right, with the path included:

> *Example:* If the path shown is:
> POL on 'dosintus.domain.state.sbu\tappublic$\Officeshare$' (P:)
>
> The network drive path you would type to map your network drive in GO is:
> \\dosintus.domain.state.sbu\tappublic$\Officeshare$\POL
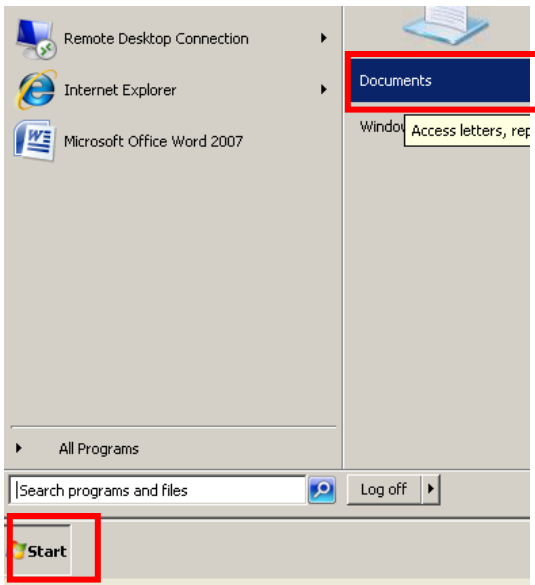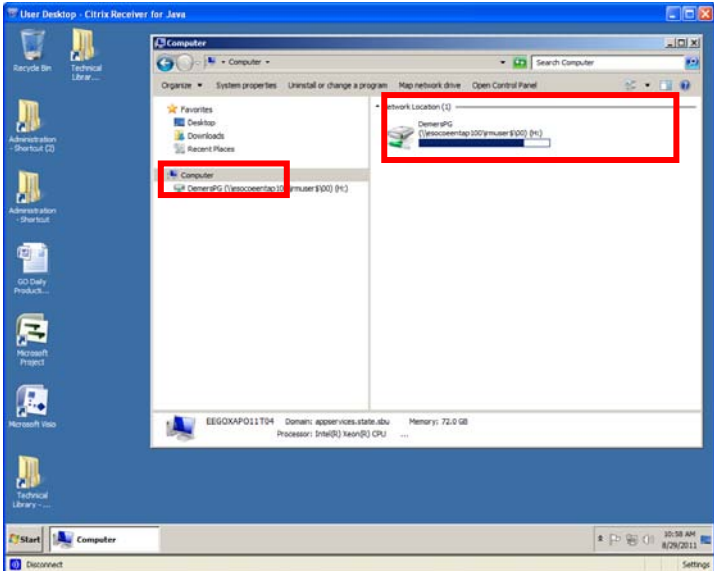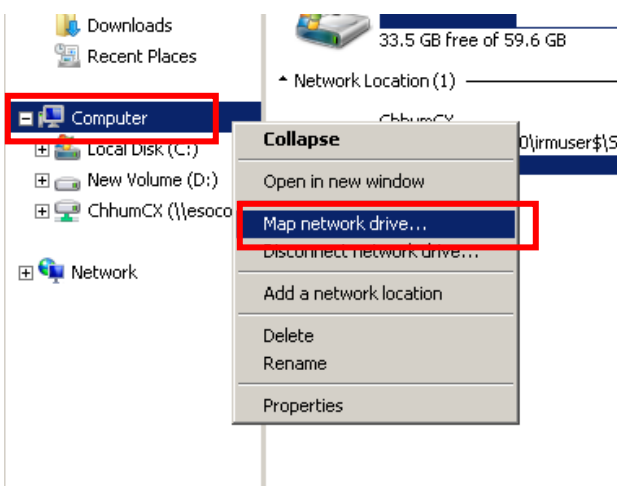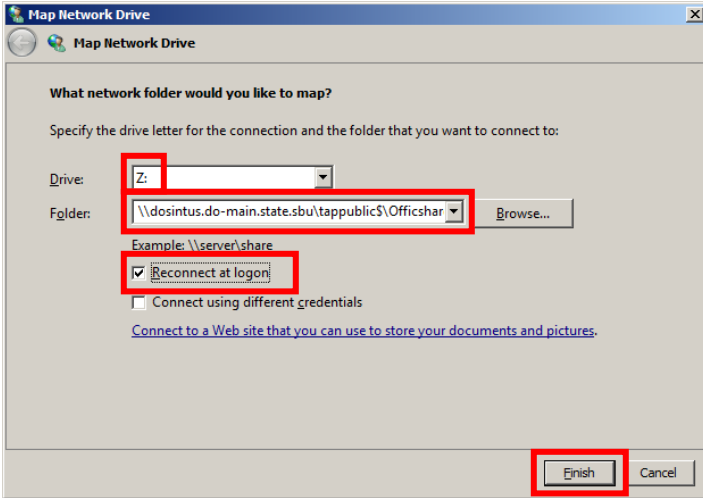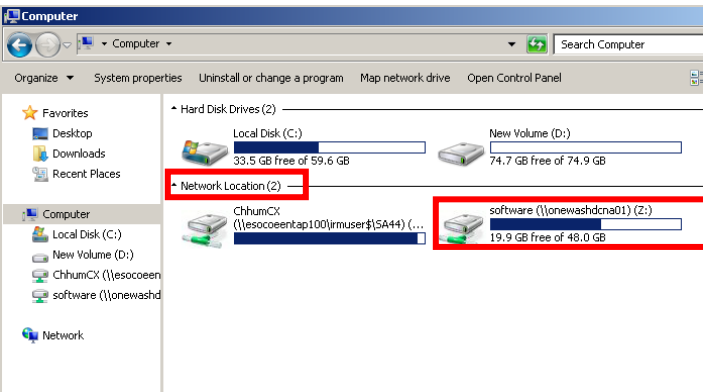
SUGGESTION: Once you know the network drive path(s) to your additional office share(s) etc., you can **email yourself** your drive path/network share path, and when opening the email up in GO, you will have the drive path available to copy/paste when mapping your network drive while in GO. Otherwise, if you are not sure what drive path to use, please obtain the correct path from your local IRM systems staff or local system administrator, prior to attempting to map to additional network drives.

> *NOTE: Drive letters A – H are reserved for system mapping and should not be used.*

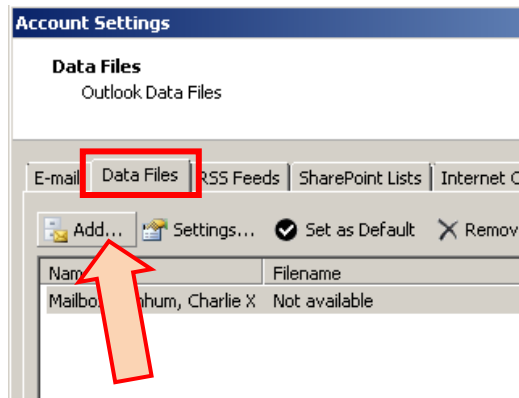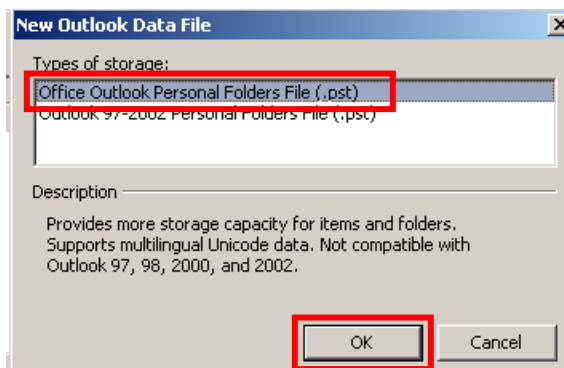| Steps	Screen
1. From your GO published desktop, **click** on **Start,** and then **click** on **Documents**.	
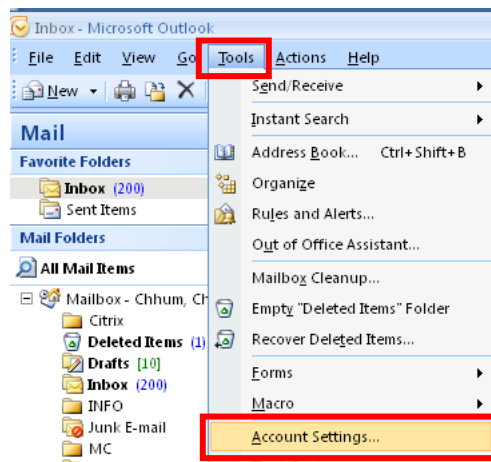
Steps	Screen
2. When the screen shown to the right displays, **click** on "**Computer**", and a **list** of **mapped drives** will display on the right side under "Network Location". Check to be sure the drive you require is not already mapped.	
3. Next, **right click** on "**Computer**" and **click** on "**Map network drive…**".	

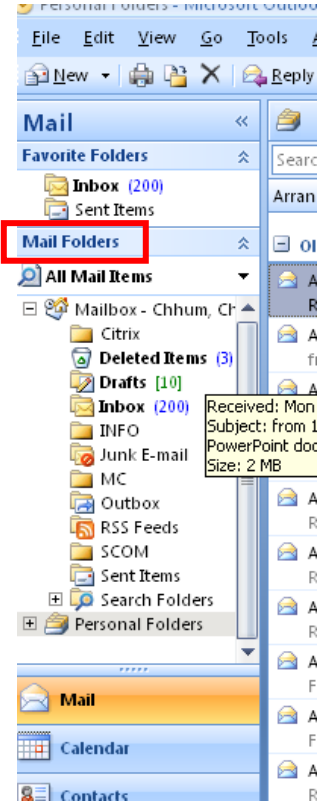| Steps	Screen
4. GO should automatically map users to their Network Drive/ folder that they use at work. However, if your personal H: drive is not available, or you wish to connect to additional folders for common Office Files etc., follow these steps: • **Select a drive letter** that has not been used. (Drive letters A – H are reserved for system mapping and should not be used when mapping additional drives.) • **Type in** the **network path** to the drive on the Folder field (the path in the screen on the right, 'dosintus.do-main.state.sbu\tappublic$\Officeshare', is only an example). • **Check** the "**Reconnect at logon**" box if you want this drive to automatically map every time you are logged into GO. • Then **click Finish**.	
5. Your mapped network drive should now appear under the **Network Location** list.	
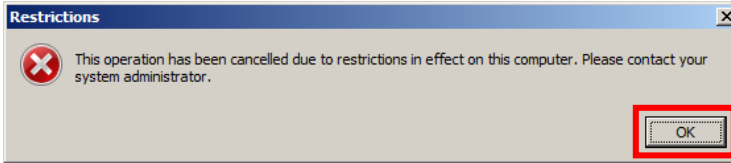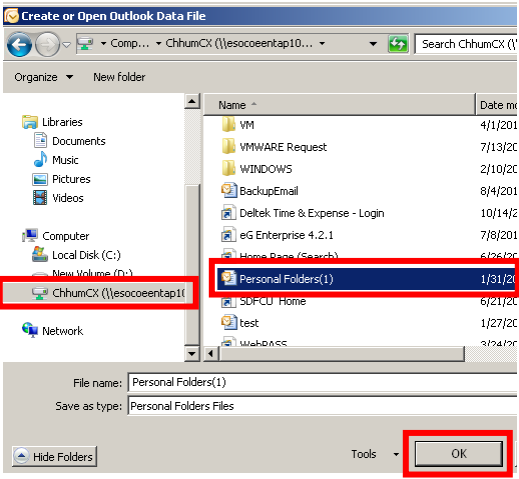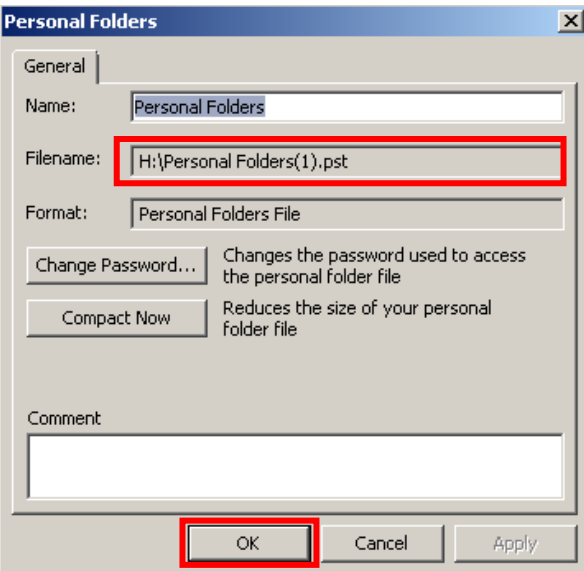
2.7. Connecting to a PST File
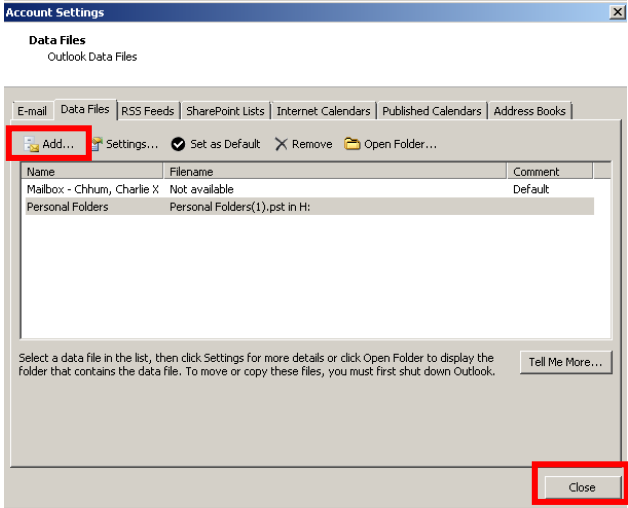
In order to connect to a PST file, which is a Personal Folder file (.pst) in Outlook, you should have available the **path** to your **Network folder** *and* the **location of** your **PST files**. The path to your Network folder may be needed if it was not automatically mapped when accessing GO.

Important: Refer to section "2.6 Mapping a Network Drive" above for information on obtaining the drive/network folder path required by using your office Desktop computer. Otherwise contact your system administrator.

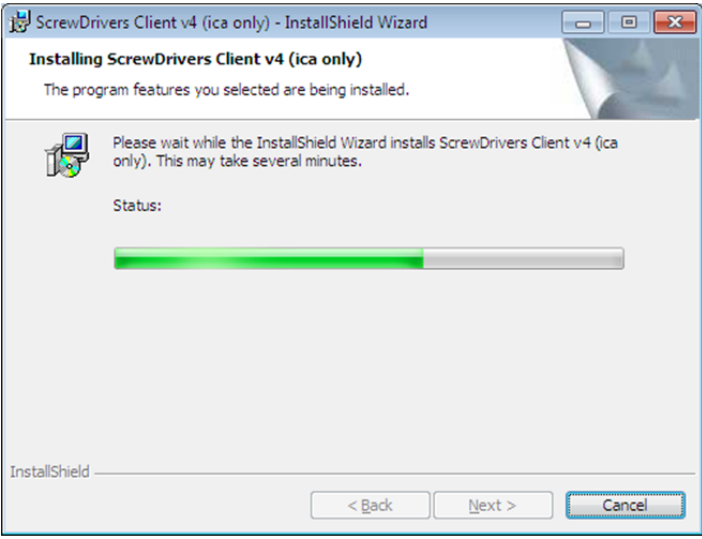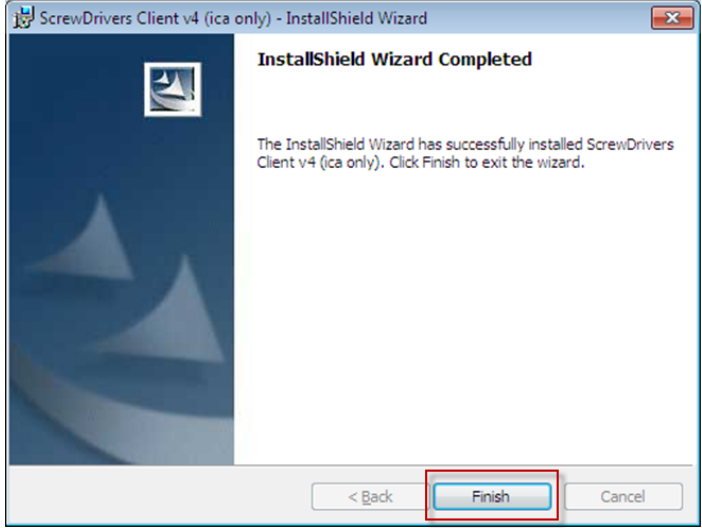| Steps	Screen
1. From your GO Desktop launch **Microsoft Outlook**. 2. **Click** on **Tools** then scroll down and **click** on **Account Settings…**	
3. From the **Account Settings** dialog box, **click** on the **Data Files** tab and **click** on "**Add…**".	
4. **Highlight** the "**Office Outlook Personal Folders Files (.pst)**" and **click OK** to continue.	

Steps	Screen
5. A "Restrictions" warning box may appear at this point. **Ignore** this **warning** and just **click OK**. *If the "Restrictions" box displays again at any point, always ignore and click OK.*	
6. To select an existing PST file from your home drive, scroll down and select your mapped home drive on the left side of the panel. Once your drive is selected, you can see all of your files on the right side of the panel. **Highlight** and **select** your **PST file** and **click OK.** *NOTE: If you do not see your PST file, go to Section 2.6 Mapping a Network Drive above and follow the steps to map your Network folder. Then continue with this Step 6.*	
7. **Click OK** again to accept this PST file. And finally, **click Close** to exit.	

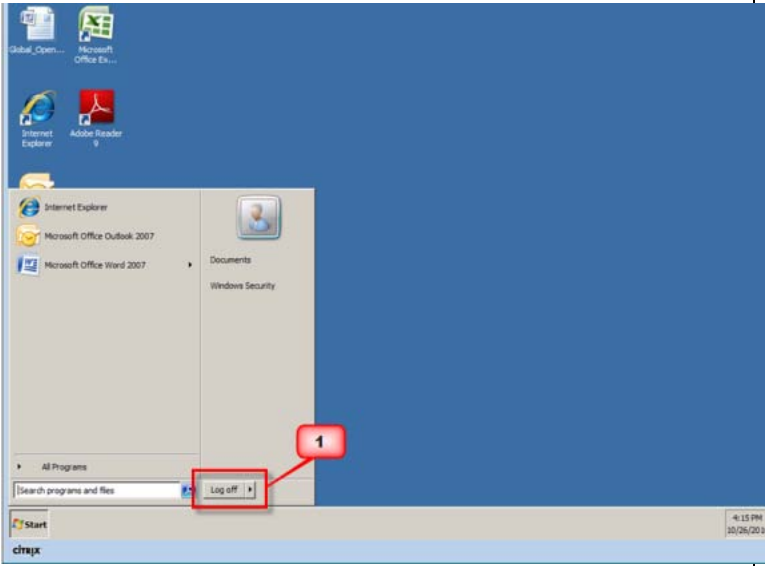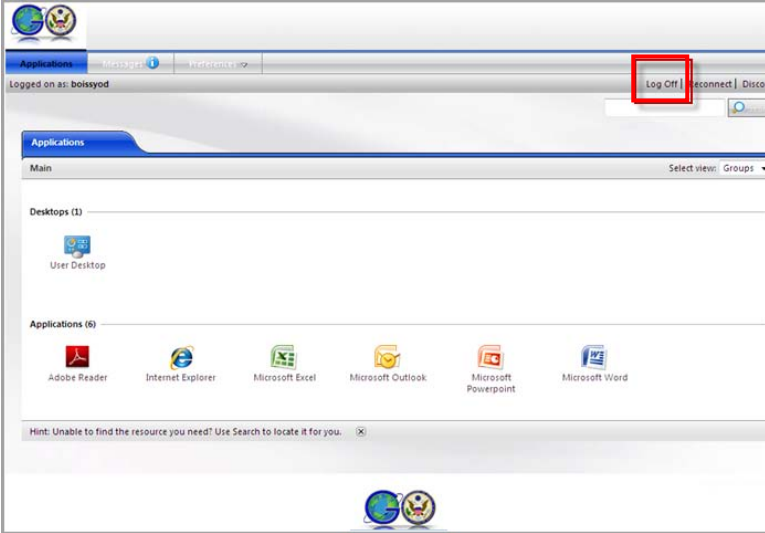| Steps	Screen
8. **Click Add** again if you want **to add an additional PST file**, or **click Close** to go back to Outlook.	
9. You should now **see your mapped PST file** in the **Mail Folders** in Outlook on the **left panel**.	

2.8. Install Printing Software for Windows

After successfully logging into the GO system, you can then install the printing software. The GO user can install printing software for Windows-based computers from the same "Required System Setup" page.

Steps	Screen
1. When you bring up "Required System Setup" from the GO home page (http://GO.State.Gov), click on "**Install Printing Software**" under the Windows icon.	
2. When the **"Do you want to run or save this file?"** screen appears, first click on **"Save"** and **"Save the ScrewDrivers Client"** to your system locally, then click on **Run**.	
3. When the **"Run – Don't Run"** window displays, click on the **"Run"** button.	

Steps	Screen
4. The InsallShield Wizard will display a Progress screen.	
5. Confirm the installation by clicking on the **"Finish"** button. 6. After finishing the installation successfully, printing is enabled in the GO system from the workstation.	

2.9. GO System Log-Off

It is very important to **Log Off** after using the GO system. Otherwise, the session will remain open in the system, tying up servers and blocking access for others, and possibly compromising security. There are **two important steps to** complete **Log Off**, as shown in **Step 1** and **Step 2** below. **Always "Log Off" using both of these two steps,** in the order and the manner shown.

Steps	Screen
1. First, to **log out** of the **User Desktop**, you *must* use the following method: 1. Click on the **Log off** button in the **Start** menu (lower left).	

2. Second, to end your remote session, **click** on the **"Log Off" button** on the upper right, as shown in the figure on the right.
 	
  ⚠️
  Always use the "Log Off" button to terminate a session.	

Steps	Screen
3. The GO Home Page screen shown here is displayed to confirm the successful exit from the GO system. 4. Close the GO Home Page, by selecting **"Close Tab"** from the File menu, or clicking the **X** in the upper right of the screen.	